CIO COUNCIL MEETING MINUTES
MAY 28, 2003
COMMISSION ROOM, ADMINISTRATION BUILDING

Attendees: Gary Alexander, Randy Barnes, Cynthia Beck, Bob Brinson, Mary Sue Brown, Amy Edwards, Ann Garrett, Elaine Glass, Bill Golden, Mark Hughes, Ed Johnson, Arlon Kemple, Joe Lithgo, Smitty Locklear, Lee Mandell, Julia Nipper, Dave Rossi, Lennox Superville, Kelly Thomas, Paul Thurston, Ross Yannayon, Gary Zeller

Chairman Locklear called the meeting to order at 10:00 a.m. Announced Mark Hughes as monthly scribe and introduced Karen Kelly, new Administrative Officer/Contracts Administrator in ITS.

Notified council he had submitted a request to have the last 12 months council meeting minutes available on the webpage to create a history of the council's meetings/progress.

MINUTES: The minutes of the April meeting were approved without correction.

ELECTIONS: Smitty reminded council that the offices of chair and vice chair are to be voted on at the next council meeting. Smitty also made a motion/nomination that Gary Zeller facilitates the election process as he so skillfully did just last year.

IRMC UPDATES: Woody introduced two new staff members, Michelle and Amy. He stated that his office has received approval to hire 3 interns for the summer (copy of Internship Program notice was passed out to council members). They will work on 4 specific projects over the summer. Each intern will be assigned an individual project and will be assigned to work jointly on the fourth project.

Woody passed out the IRMC "Email Survey Results and Observations" report to council members. Will provide this same report to the TAPCC next Monday at their monthly meeting. Feels they have pretty much gathered all the information they are going to get that could provide help regarding this and it will soon become necessary to actually sit down and make some policy decisions.

IRMC's next meeting is June 3, 2003. They have some certifications coming up: DPI School, Report Card Release II, Workforce Data Collection, ITS Enterprise IP Telephony, and some other general charter school certifications (3).

The IRMC Bylaws and Policy Committee are nearing the end of the legal review. Once the review is complete, it will be necessary to determine how this review will affect current bylaws/policies.

STATE CIO COMMENTS: George Bakolia sent briefing notes in his absence shared by Joe Lithgo. Also provided a copy of the inventory of North Carolina's Information Technology Assets to council members.

SECURITY:

1. Security Gap Analysis Project Update
The first phase of the IRMC/IPPC sponsored initiative is well underway. In this phase, the chosen vendor CIBER performed a gap analysis to evaluate current statewide security policy and standards as compared to industry standards and legal and regulatory requirements. The vendor has conducted a series of interviews with members of various groups such as the IPPC, ITMAC, CIOC, the universities, CJIN and agency security liaisons to better ascertain the current status and requirements for security policies, standards, procedures and architecture.

In addition to the gap analysis, the vendor will assist in setting priorities and determining costs to create the

required policies, keep them current, and to train the agencies on the policies.

The vendor briefed the IPPC members at their meeting on 5/19. As George has told you before, the first phase of the effort is a short one. The report on the deliverables will be presented to the IPPC steering committee on June 16th.   The next day (Tuesday, June 17th) the results of the study will be shared with the stakeholders from 10 AM to noon at the Dept. of Cultural Resources Auditorium.

Ann thanked all who participated for their help and support with this effort. She went on to say, "I realize it takes time and effort to participate in things like the interviews but your input is valuable to the success of these efforts."

2. Agency Security Assessment
The Scope Statement for the second phase of the IRMC/IPPC sponsored security initiative has been reviewed and approved by the project steering committee and the procurement process is underway. This procurement will select a vendor for developing, implementing, staffing, and operating a project office for conducting a statewide security assessment effort. This project office model is based on the Y2K model.

3. Information Security Magazine Article "Who Are You"
I want to call your attention to an article in the May issue of Information Security Magazine by Neil Roiter titled 'Who are you'. This article features four organizations and how they are approaching the huge task of user community identity management. The organizations are Burlington Northern and Sante Fe Railway (BSNF), DoD's Common Access Card program, Lufthansa's "Governor" meta-directory and the State of North Carolina's Identity Access Management System. As you know, funding for this project was partially provided by the Governor's Terrorism Task Force. The IAMS system has also been nominated for a NASCIO award.

4. New Information Security Tools Available
The ITS Security Office is pleased to announce enterprise agreements for providing access to two valuable security tools. First, the office has purchased licenses to use the Patchlink patch management software. Second, the Sheshunoff – State and Local Government Information Security Guide has been added to the secure portal. These items are funded by the enterprise security subscription and therefore are available to agencies subject to the security standards legislation (GS 147-33.82) at no additional cost. Questions about the tools should be directed to Mike Singletary in the ITS Security Office.

FINANCIAL UPDATE: Apparently rumors are circulating that ITS plans a 40% increase in managed service rates. There is no basis for this rumor and I don't know its origin. IRMC rates for the upcoming fiscal year have been approved and we will manage to these rates or seek to reduce them wherever possible.

1.   IRMC Independent Staff subscription billings have been suspended for May and June. Letter to this effect was included with the billings sent out in mid-May. Refund checks will be issued in late June.

2.   Computing Systems Integration Services hourly rates (9 rates in total) are being reduced from 9 to 30% effective July 1, 2003.

OPERATIONS:

1. State Portal In-sourcing:
As I announced last month, the State Portal is being in-sourced from Accenture/BellSouth to ITS in July. The migration activities and tasks are on schedule. To date, the hosting environment has been built, the application has been installed and parallel testing is in process.

2.   IPX-IP Migration:
Phase one is nearing completion. Phase one consists of all agencies upgrading their servers to conform to the standards developed by the CIOC-sponsored NDS Workgroup. Four agencies each have one server remaining to be upgraded; procurement delays have put these behind schedule. DOT's migration is

scheduled for completion in June.

Agencies were to have provided their plans for phase two migrations by April 30. (Phase two consists of a systematic removal of the remaining need for allowing this protocol on the network. Removal will enable the State to close security vulnerability.) Eight agencies did not provide their phase two migration plans by the requested deadline. I have sent follow-up letters to each of the respective agency CIO's and look forward to their active participation in this initiative.

3.   Linux on ITS Mainframe:
ITS established a Linux operating system environment on the mainframe. This includes appropriate pre-implementation testing and support. All 180+ of the static websites ITS hosts are being migrated to the Linux operating system, hosted on the mainframe. The migration process is being coordinated with clients and is scheduled for completion in August. The migration of this service from Windows and Unix is consistent with industry best practices for Linux adoption.

[Recommend that we limit the following update to CIOC briefing notes only.]
4.   Trust Zone Implementation:
Multi-zone hosting environments for both test and production have been installed. Resolution of technical issues is in progress for four areas:
- integration of intrusion detection services for each zone
- recommended firewall rules for each zone
- external connectivity (example, third-party vendor support)
- infrastructure services spanning zones (such as shared storage).

MetaGroup is refining the application assessment tool. Pilot migration can begin when these are resolved. A Statement of Work is being drafted to bring a Project Manager on board to manage the overall process of mapping requirements to hosting zones, assessing gaps or issues and coordinating subsequent migrations.

5.   Telecommuting Pilot:
ITS recently completed a Telecommuting Pilot. We selected a small group of candidate job functions and carefully tracked the issues and results. We found that some functions, such as field support, are well suited to telecommuting. At the same time we discovered that other functions that had appeared to be good candidates, such as jobs requiring 'heads-down' analytical work at least 2 days a week, were in fact poor candidates for telecommuting, as it makes staff interaction more difficult. ITS is considering expansion of telecommuting for those classifications that were successful. (FOR CIOC/ITMAC: We would be glad to give a more detailed presentation at next month's meeting if the committee so desires.)

6.   Call Center:
ITS is establishing an enterprise call center service in support of a DOR initiative. The primary call center infrastructure contract was awarded last month and the equipment is on order. This call center is being implemented in such a way as to enable its reuse by other agencies as applicable business needs are identified.

Discussion regarding an ITS Services Survey to council members as a start and then consider sending it out to other serviced agencies. Feel it is important to capture services used, unused and needed by local county and municipalities as well. Also, feel it is a good idea to write a "letter of intent" to accompany the survey to notify agencies what the information reported will be used for.

There was discussion regarding the mass communication of information or solicitation for help to knowledgeable ITS staff via ListServe vs. Email. There was much discussion and it was determined that the council would like further information about each method before they can make an informed decision on the issue. There were two basic questions, is tool helpful and do we need it. It was determined that if properly maintained it would be a very helpful tool and therefore would be needed. Some staff has concerns about the email method. Feel they would become bombarded with hundreds of emails requesting info or assistance on matters they do not have sufficient knowledge of or time in their busy schedules to address. Committee to revisit this issue and make a recommendation to the council at the next meeting.

1.   IT Security Bill wins General Assembly approval
The primary IT security bill of the 2003 session has won final legislative approval. The measure includes provisions from HB 1003 (IT Security Changes) introduced by Rep. Joe Tolson and SB 623 (IT Gap Analysis/Hack Attack) introduced by Sen. Eric Reeves.

If signed into law by the Governor, HB 1003 will:

- Require state agencies to report IT security incidents to the state Chief Information Officer within 24 hours of confirmation.

- Make agency security liaisons and personnel in the State Auditor's office who are responsible for IT security reviews subject to criminal background checks.

- Require state agencies to develop and continually review and update a business and disaster recover plan with respect to information technology. Agencies must submit their plans on an annual basis to IRMC and the state CIO.

2.   Rewritten school purchasing flexibility bill clears House
The House has passed a revised version of SB 620, the school purchasing flexibility bill. Under the latest version, the state Board of Education will establish standards for determining when a local school system's purchasing process is e-procurement compliant.

3.   Local Bills of Interest:
FYI—an interesting local bill. SB 425 was just ratified: AN ACT Authorizing the County of Cabarrus to use electronic means to provide public notice in lieu of publication.

MISC:

IRMC – funding request results not back yet.

There will be no SIPS bill for the months of May and June and each agency will be receiving a rebate but the amount is still not determined. Divisions hope to use the rebate money to pay for huge security training initiative. Would it be possible for OITS to hold the rebate money until the training is developed in lieu of agency refunds and work with Woody to develop this training program? Woody mentioned that he has an offer on his desk for funding to do training and/or develop a training module. Of that offer, $10,000 has been designated as seed money to develop training. Maybe the two funding sources could work together to get this initiative going.   A motion was made, seconded, and passed by majority, to go forward with the letter and attempt to keep all rebate money for this purpose. Need to send IRMC notice of intentions (Gene/Dempsey). Estimated costs for training: Project Management Training for 100 people would cost approximately 80,000; Security Training for 50 people would cost approximately $50,000.

IAMS – ITS can do a presentation on where this is going and what to expect in the future. ITS has agreed to do this presentation at a future meeting.

DRAFT REMOTE ACCESS SECURITY POLICY: Address council and asked for endorsement to change the title inconsistencies. Council voted "Yes" on this issue. Version 3 of the policy was emailed on Friday. Ask Council for approval of policy and standards, Council voted "Yes" on this issue as well. One council member expressed concern about the need for fiscal notes to be attached to these standards denoting feasibility. These standards are not yet mandates and often come at great expense to individual agencies and some agencies simply cannot afford to fully meet these standards during these trying budget times. Risk management is very important when meeting or maintaining these standards. Comment stating policies and standards are what we aim for and as an organization we need high quality standards in place.

Much discussion on risk management and accountability. Security and remote access policy and standards were brought forward for endorsement, Council voted "Yes" on this issue as well.

New process for receiving/reviewing comments regarding policies/standards. You will be required to express your comments/concerns in writing via email. The group will receive these emails up to 5 days prior to the meeting. There will be a mandatory 5 day lock prior to the meetings where there will be no additional comments reviewed or considered. Anything that comes in during the 5 days prior to the meeting will have to be considered at the next meeting. This process will be starting with the June meeting. A history file containing everything that has ever been done and a date approved would be established.

Joe passed out copies of the summary document NC IT Equipment Inventory. Special thanks to a cooperative spirit demonstrated in the gathering of the inventory. George is required to have this and yes it has been asked for, Fiscal research for example.

Ross shared Asset Insight 5.0 initial review is finished. Very pleased with the product so far. Effort to remove IPX from the network is going well, less than twenty servers remain to convert. Preparing to schedule a phased approach to stop IPX traffic.

Project Management workgroup – Randy shared the workgroup is still meeting and continue to make progress. They regularly brief the OSP committee. They are not ready for a report at this point but will be forthcoming in the future.

Meeting adjourned at 11:40 a.m.

Next meeting is Wednesday, June 25 at 10:00 at the Albert Coates Local Government Center.